



ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2007 **62042****Date:** 7/26/2007**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **George and Earline** **Downey****Account Name:** George and Earline Downey**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Kirkland**CBR:****State:** AZ **Zip:** 86332**is:****Utility Company:** **Wilhoit Water Company, Inc.****Division:** Thunderbird**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

***** W-02065A-07-0312 *****

Customer sent the following correspondence -

We have to have water. No one here can handle a double increase in our water bill. We can handle a small increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. and Mrs. Downey:

Arizona Corporation Commission
DOCKETED

AUG 20 2007

DOCKETED BY	nr
-------------	----

RECEIVED
2007 AUG 20 A 11:03
AZ CORP COMMISSION
DOCKET CONTROL

Your comments regarding the Wilhoit Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 7/26/2007

Opinion No. 2007 - 62042

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2007 62628**Date:** 8/17/2007**Complaint Description:** 08A Rate Case Items - Opposed
 N/A Not Applicable**Complaint By:** **First:** **Last:**
 Loren and Pearl Thompson**Account Name:** Loren and Pearl Thompson**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Kirkland**CBR:****State:** AZ **Zip:** 86332**is:****Utility Company:** Wilhoit Water Company, Inc.**Division:** Thunderbird**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

***** W-02065A-07-0312 *****

Customer sent the following correspondence -

We have to have water. No one here can handle a double increase in our water bill. We can handle a small increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. and Mrs. Thompson:

Your comments regarding the Wilhoit Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 8/17/2007

Opinion No. 2007 - 62628

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2007 62091**Date:** 7/27/2007**Complaint Description:** 08A Rate Case Items - Opposed
 N/A Not Applicable**First:****Last:****Complaint By:** **Daniel and Stephanie Williams****Account Name:** Daniel and Stephanie Williams**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Kirkland**CBR:****State:** AZ Zip: 86332**is:****Utility Company:** **Wilhoit Water Company, Inc.****Division:** Thunderbird**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

***** W-02065A-07-0312 *****

Customer sent the following correspondence -

We have to have water. No one here can handle a double increase in our water bill. We can handle a small increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. and Mrs. Williams:

Your comments regarding the Wilhoit Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 8/17/2007

Opinion No. 2007 - 62091
